**PROJECTDESIGNPHASE01**

**Proposed-Solution**

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|---|---|---|
| **Batchname** | **B6-6M2E** | |
| **Projectname** | **customer careregistry** | |
| **Teammembers** | **04** | |

Projectteamshallfillthefollowinginformationinproposedsolutiontemplate.

| S.No. | Parameter | Description |
|---|---|---|
| 1. | Problem Statement (Problem tobesolved) | Customerspresenteraexpectinstantcommunication with service departments. They, too,want immediate resolution to their concerns. This iswithout a doubt the first in a long list of commoncustomerserviceissuesthatbusinessesmust address. |
| 2. | Idea/Solutiondescription | Createaprocessthatoutlinestheworkflowofwhatanagen t should do when he or she receives a customerquery, with the goal of resolving it as quickly andefficientlyaspossible. |
| 3. | Novelty/Uniqueness | 1. Treatyouremployeesasyourfirst customer<br>2. Buildanemotionalconnectionwithcustomers<br>3. Getreal(time)aboutfeedback<br>4. Focusfuriouslyonindividualcustomerneeds<br>5. PracticeSocialListening<br>6. Prove that you really, really appreciate yourcustomers |
| 4. | SocialImpact/CustomerSatisfaction | An organization's main focus must be to satisfy itscustomers. This applies to industrial firms, retail andwholesale businesses, government bodies, servicecompanies, nonprofit organizations, and everysubgroupwithinanorganization.<br>. |

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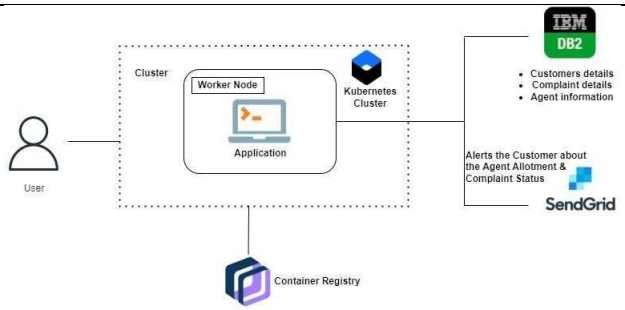
|---|---|---|
| 5. | BusinessModel(RevenueModel) |  |
| 6. | Scalabilityof theSolution | Select the appropriate technology stack.Lay the groundwork for future expansion.Createastronginfrastructure. Simplify software deployment.Prepareforwhatever mayoccur. |